

JOB TITLE: Sergeant – Communications

SD/8

DEPARTMENT: Sheriff, Rutherford County

JOB SUMMARY: This position assists with the planning, organization, and supervision of the telecommunications operations of the Sheriff's Department.

MAJOR DUTIES:

- o Assists with the supervision of personnel who handle communications and dispatching calls for law enforcement, multiple rescue, and fire services; plans and assigns work; trains, coaches, and evaluates personnel; develops work schedules.
- o Assists with the development and administration of the budget; procures equipment and supplies; researches, plans, and coordinates upgrades with telephone companies and vendors.
- o Recommends and administers departmental policies and procedures; tracks statistical information; assists in evaluating service delivery.
- o Serves as telecommunicator on shift as needed; operates DCI system, 911 system, and computer aided dispatch.
- o Supervises and participates in the establishment and updating of telephone numbers, addresses, location directions, and emergency and disaster procedures.
- o Participates in various emergency planning efforts.
- o Assists with researching and planning new or revised service delivery strategies.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of modern office practices and procedures.
- o Knowledge of the principles and practices of emergency and non-emergency communications and administration.
- o Knowledge of applicable federal, state, and local laws, county ordinances, and department policies and procedures.
- o Knowledge of county geography.

- o Knowledge of regulations and procedures of state and national crime information centers.
- o Knowledge of FCC-approved emergency codes and signals.
- o Knowledge of computers and communications equipment.
- o Skill in supervising and training others.
- o Skill in planning, organizing, and developing work schedules.
- o Skill in computer operation and data entry and retrieval.
- o Skill in using standard office equipment.
- o Skill in dealing with the public.
- o Skill in maintaining records.
- o Skill in interpersonal relations.
- o Skill in oral and written communication.

SUPERVISORY CONTROLS: The Lieutenant assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include federal, state, and local laws, NCIC and DCI procedures, and county and department policies and procedures. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY: The work consists of varied supervisory and technical duties. Equipment and personnel shortages contribute to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is to assist in the oversight of the communications functions of the department. Successful performance facilitates efficient law enforcement and emergency response.

PERSONAL CONTACTS: Contacts are typically with co-workers, other county employees, representatives of other police and public safety agencies, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, provide services, resolve problems, and motivate personnel.

PHYSICAL DEMANDS: The work is performed while intermittently sitting, standing, walking, bending, crouching, or stooping. The employee occasionally lifts light and heavy objects, uses equipment requiring a high degree of dexterity, and must distinguish between shades of color.

WORK ENVIRONMENT: The work is typically performed in an office that is sometimes noisy.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has direct supervision a shift of assigned personnel.

MINIMUM QUALIFICATIONS:

- o Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- o Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years experience or service.
- o Possession of or ability to readily obtain a valid driver's license issued by the State of North Carolina for the type of vehicle or equipment operated.
- o Ability to meet current requirements set forth by the North Carolina Training and Standards Commission.